

Question for written answer E-002976/2018
to the Commission
Rule 130
Daniela Aiuto (EFDD)

Subject: Ryanair passengers suffer language-based discrimination

Penalising airlines in violation of air passenger rights is first and foremost a matter for the national authorities concerned.

However, as the Commission has made clear in its answers to previous questions, the transnational nature of violations of these rights by Ryanair shows that enforcement of EU and national rules governing air passengers' rights needs to be better coordinated at EU level.

The number of cases brought before the European Court of Justice also bear witness to the need for this, as do recent statements by Commissioner Bulc, who in autumn 2017 called on Ryanair to be more committed to upholding its passengers' rights.

Further to the above, the Commission should be made aware of an incident last April when Ryanair acted in a discriminatory manner in applying Regulation 261/2004. The company refused to pay two Italian citizens part of the compensation due to them following the cancellation of their flight from Treviso to Crete, on the grounds that they did not speak English.

Given the EU dimension and the frequency with which Ryanair breaches the rights of its own passengers, will the Commission take action to improve how the legislation concerned is defined, and strengthen its enforcement in regard to the carrier in question?